

JOB DESCRIPTION FOR: Sales Consultant

STATUS: Exempt

COMPLETED BY: Linda Castro

DEPARTMENT: Sales

ORIG DATE: 02/06/08

REVISED DATE: 5/1/11, 3/1/13, 9/11/15

GENERAL RESPONSIBILITIES: This is a professional sales position that must produce profitable revenue (sales) for the company while producing exemplary "First Person" customer service to each of our guests, before, during and after the sale. In addition, all associates must understand that their actions and responsibilities in providing a pleasant shopping experience to each of our customers is not limited to their immediate contact with our guests, but includes ownership for the total sale and going the extra step in making each customer's visit a positive one and thus building a relationship with our customers for life. Sales Consultants may work in various departments.

REPORTING RELATIONSHIP: Reports to the Sales Manager

ESSENTIAL FUNCTIONS:

- Maintain minimum standards of performance, included in the 13 week report (sales, profit, etc) and all key performance measurement.
- Provide "First Person" service to each customer as defined by full service relationship from pre-sale to post-sale follow-up.
- Execute Selling System as covered in new hire sales training class and in subsequent Company sponsored training programs.
- Continuously develop level of products and sales knowledge by attending daily sales meetings and company/vendor sponsored training meetings and demonstrations as required by company to facilitate learning and increased sales productivity.
- Write all sales orders in compliance with Company quality control ticket writing policies, minimize returns and voids.
- Present and offer all customers the benefits of product warranties, credit policies and protection plan.
- Must be proficient and versed in all advertising policies as outlined in the Employee Handbook and Policy and Procedures Manual.
- Adhere to all policies as outlined in the Corporate Sales "Floor Rules" policy.
- Maintain professional demeanor and adhere to company dress code as outlined in Employee Handbook.
- Ability to work assigned schedule and is flexible to all days and hours in store and outside events as may be required by management to meet business plan objectives.

POSITION RESPONSIBILITIES:

- Maintain consistent follow-up on all pending orders as outlined on personal open order report
- Advise all customers through personal contact of any and all changes in their pending order status and document all follow-up efforts in the Storis comment screen on the customer order
- Contact all invoiced customers through use of "invoiced order" follow-up report through phone call within 48 hours of customer receiving merchandise; document all actions in Storis comments screen of sales ticket
- Maintain and build a prospect file gaining information during customer in-store visit.
- Schedule deliveries/pick-ups in a timely fashion for first available date on complete orders to expedite product flow (as required)
- Arrange/conduct product inspection as necessary to complete customer order
- Be the first line of contact for customer issues to facilitate resolution of customer concerns or problems
- Participate in store inventory annually or as deemed necessary by the company
- Tag merchandise with new promotional and/or mark down pricing as needed
- Perform assigned area maintenance/housekeeping as determined by management
- Understand and adhere to Company Policies as outlined in the Employee Handbook and Policy and Procedures manual
- Any other duties or responsibilities as required by management

SPECIFIC COMPETENCIES/ SKILLS: Ability to deal effectively with the public; dynamic and outgoing personality; high energy and receptive to learning new skills and behaviors conducive to positive selling environment

PHYSICAL DEMANDS/ ENVIRONMENT: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Housekeeping and walking the floor in your area of responsibility is mandatory. This includes straightening pillows, turning tags in proper direction, picking debris off floor, etc. Specific vision abilities are required. Employee must be able to stand on feet for extended periods of time.

TOOLS OR EQUIPMENT USED ON THE JOB: Computer, Storis terminal, calculator, telephone, tape measure

EDUCATION AND TRAINING:

- **Education:** High school diploma or GED
- **Skills:** Effective Sales Techniques and Analytical skills are important
- **Communication:** Excellent communication and writing skills; strong interpersonal skills necessary
- **Experience:** Previous sales experience in Retail environment is a plus
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GENERAL SIGN-OFF: The above description is intended to describe the general content, identify the essential functions and set forth the requirements for the performance of this job. It is not to be constructed as an exhaustive list of responsibilities.

Printed Name

Signature

Date

JOB DESCRIPTION FOR: **Business Office Clerk**

STATUS: Non-exempt, Hourly

COMPLETED BY: Linda Castro

DEPARTMENT: Business Office

ORIG DATE: 03/01/04

REVISED DATE: 5/1/11, 3/4/13, 11/19/15

GENERAL RESPONSIBILITIES: Provide outstanding customer service to delight our customers. Responsible for handling customers in a professional manner by processing billing and new purchase transactions

REPORTING RELATIONSHIP: Reports directly to the Business Office Manager

ESSENTIAL FUNCTIONS:

- Take all cash, check and credit card payments on sales orders as required
- Open and Close Kiosk's on sales floor for business and balance.
- Act as liaison between HFCC, the customer, and the sales associate
- Manage the delivery confirmation process
- Answer all incoming calls in professional and efficient manner.
- Must be available to work each scheduled shift and should report to work on time.

POSITION RESPONSIBILITIES:

- Handle payments on HFCC accounts
- Handle payments on returned checks
- Process all \$\$\$ only adjustments requested by management that require immediate refunds by cash (we do not refund cash or credit card)
- Process all refunds on cancellations or adjustment approved by management
- Finalize the credit application process where required
- Process third party finance Contracts
- Work the credit pending file to ensure customers are aware of approval conditions and to see that conditions are met
- Maintain filing
- Any other duties or responsibilities as assigned by management
- Understand and adhere to Company Policies as outlined in the Employee Handbook and Policy and Procedures manual

SPECIFIC COMPETENCIES/ SKILLS: Must be organized, reliable and have good communication and customer service skills; should be patient, conscientious and punctual.

PHYSICAL DEMANDS/ ENVIRONMENT: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, employees are frequently required to sit and use their hands and fingers to operate a computer keyboard, mouse, telephone keypad or write. They frequently are required to communicate through listening and talking and are occasionally required to walk, stand or reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to focus on computer screen for scheduling. Occasional lifting up to 10 pounds may be required.

TOOLS OR EQUIPMENT USED ON THE JOB: Computer, calculator, fax machine, copier, phone

EDUCATION AND TRAINING:

- **Education:** High school diploma
- **Experience:** Previous cash handling experience preferred
- **Skills:** Computer experience helpful

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Printed Name

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Date

JOB DESCRIPTION FOR: **Handler, Store**

STATUS: Non-exempt, Hourly

COMPLETED BY: HR/Rascoe

DEPARTMENT: Store

ORIG DATE: 03/01/04

REVISED DATE: 3/1/13, 1/4/14, 7/20/16

GENERAL RESPONSIBILITIES: Responsible for all aspects of moving, opening, locating, stocking, inspecting and counting merchandise; providing administrative support and customer pick up in warehouse and store.

REPORTING RELATIONSHIP: Reports to Department Manager or Specialist

ESSENTIAL FUNCTIONS:

- Meet productivity standards
- Communicate all inventory issues to appropriate Manager
- Adhere to all safety and security regulations and report concerns to management.
- Maintain a clean, neat work area
- Ability to move furniture up to 50 lbs alone and up to 100 lbs with assistance as needed.
- Must be available to work each scheduled shift and should report to work on time.

POSITION RESPONSIBILITIES:

- Possess basic knowledge of warehouse operations – ability to unpack or repack merchandise
- Detailed accounting for all transfer and delivery pack list and inventory.
- Understand and adhere to Company Policies as outlined in the Employee Handbook
- Assist auditors and other cycle counters through proper RF gun use, system use and error reporting.
- Maintain proper flow and documentation of all merchandise moved
- Help maintain inventory records, using computer system
- Perform routine clerical functions as needed to ensure changes and records are maintained.
- Identify any merchandise that is tagged incorrectly, re-identify and make needed corrections in system.
- Ensure all in-coming product, parts, styles; fabrics, etc are correctly tagged/labeled.
- Match packing slips to all purchase orders and communicate discrepancies.
- Tag merchandise correctly and accurately with barcode labels and have manager or lead person double check for accuracy before being moved to stocking areas.
- Maintain files for all incoming product and purchase orders.
- Maintain records for all incoming/outgoing transfers, shipped RTV's and deliveries.
- Produce and distribute daily productivity and receiving logs
- Repair any defects found in merchandise using furniture touch-up techniques so as customer will be satisfied with product purchased.
- Report to Management any furniture that cannot be repaired or touched up to meet quality set forth by company standards.
- Any other duties or responsibilities as required by management

SPECIFIC COMPETENCIES/ SKILLS: Must be able to read and count accurately, do simple math and write legibly. The ability to follow directions is extremely important. Applicant must have excellent communication skills. Ability to effectively communicate

PHYSICAL DEMANDS/ ENVIRONMENT: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, employees are frequently required to stand and walk, climb ladder, bend, stoop, and kneel up to 12 hours daily. Regular use of hands and arms to reach for merchandise is required. Ability to work in heat and cold conditions. Regular communication through listening and talking is also required. Ability to move furniture up to 50 lbs alone and up to 100 lbs with assistance.

TOOLS OR EQUIPMENT USED ON THE JOB: order picker, computer, telephone, copier, fax, scanner, scan gun, box knife, drill, packaging supplies, carts, hand trucks, pallet jacks and other office equipment

EDUCATION AND TRAINING:

Education: High school diploma or GED

Experience: 1-6 months general warehouse experience

Skills: Basic Computer knowledge; AS400 preferred.

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Printed Name

Signature

Date

JOB DESCRIPTION FOR: **Loss Prevention Agent**

STATUS: Non-Exempt Hourly

COMPLETED BY: Deborah Bunch

DEPARTMENT: Loss Prevention

ORIG DATE: 05/14/2009

REVISED DATE: 3/1/13, 2/2/16

GENERAL RESPONSIBILITIES: Loss Prevention Agents (LPA) is directly responsible for the inventory integrity of all merchandise that is removed and received through the Delivery, Customer Pick-Up areas. Control all paperwork flow directly related to the movement of merchandise, ensuring proper routing to Operations/ Inventory Control for audit and/or files. Review all sales orders; compare merchandise to SKU's for accuracy and/or discrepancies. Report damaged merchandise to LPS/LPM and/or managers immediately. Ensure returns are logged and handled by management. Controlling and keeping productive and accurate records or logs. Control all overhead doors opening and closing to ensure integrity and safety of said areas.

REPORTING RELATIONSHIP: Reports to the Loss Prevention Specialist and Loss Prevention Manager

ESSENTIAL FUNCTIONS:

- **Safety:** Thoroughly observe, detect and report any safety concerns. .
- **Security:** Will be responsible for the overall security of the companies' assets, employees and customers in the above designated areas by monitoring all Safety, Security and Company Rules and Regulations. Will observe, control and monitor all overhead doors as needed and/or dictated by the business to ensure integrity of merchandise flow.
- Must be available to work each scheduled shift and should report to work on time. All LPS are required to work most weekends and holidays.

POSITION RESPONSIBILITIES:

- Ensure that every item that leaves via the customer pick-up area, sales floor is appropriately processed with documentation.
- Verify paperwork matches the item listed, the quantity is correct, that there is no obvious damage to the product and all items have been paid in full. If any of these criteria is not met, the item does not leave the store until the problem is corrected.
- All tickets are to be signed by the customer and then logged on the designated CPU control Form. This is sent to Operations/Inventory Control for audit after completion.
- Responsible for properly filling out all the required paperwork and ensure that the paperwork is distributed properly and effectively at all locations assigned to them daily.
- Understand and adhere to Company Policies as outlined in the Employee Handbook and Policy and Procedures manual
- Other duties as assigned by management.

SPECIFIC COMPETENCIES/ SKILLS: Demonstrate effective interpersonal skills. Exercise discernment and good judgment. Analyzing options and assessing outcomes. Prioritize effective/efficient time management; ability to make quick decisions in a fast-paced environment; excellent customer skills; demonstrated strict confidentiality and high level ethics.

PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, employees are frequently required to sit and use their hands and fingers to operate a computer keyboard, mouse or write. They are regularly required to walk, stand, talk or hear and reach with hands and arms. Occasional stooping, kneeling, crouching, crawling or climbing may be required during inspections. No special vision requirements are needed for this position. Ability to move furniture up to 50lbs alone and up to 100 lbs. with assistance as needed. The job, at times, requires long hours with much of that walking and/or standing.

TOOLS OR EQUIPMENT USED ON THE JOB: Basic Computer working knowledge.

EDUCATION AND TRAINING:

- Education: High School Diploma or equivalent
- Experience: Prior security experience is preferred.
- Skills: Bi-lingual a plus.

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Printed Name

Signature

Date